

A nurse-facilitated health information service designed to help you become a partner in your health care.

INFORMED HEALTH LINE



The IHL Advantage

While Informed Health Line nurses cannot diagnose, prescribe or give medical advice, they can offer useful information about a variety of health topics; increase your awareness and understanding of important health issues; and, help you to more effectively communicate with your providers.

The IHL service offers 24-hour access to health information provided by qualified U.S.-based professionals, as well as supplemental written materials. These tools may help empower you to actively and knowledgeably participate in your health care and in turn, improve the effectiveness and efficiency of care. For example, information provided by Informed Health Line nurses may help identify problems to your physician that might otherwise be ignored, thus leading to early diagnosis and treatment of potentially serious and costly health conditions.

Health Care Education through Informed Health Line

Your plan sponsor has elected to include Informed Health Line (IHL) as part of your group plan of benefits. IHL provides you with 24 hour, toll free access to credible health information in two ways:

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Experienced, U.S.-based, registered nurses¹ who can:
- ▶ Answer your questions about health concerns
 - ▶ Provide current information regarding a wide-range of health issues such as: common prevention strategies, chronic conditions, complex medical situations
 - ▶ Discuss options for seeking medical attention
 - ▶ Help you prepare for appointments with your doctor(s)
 - ▶ Assist multilingual callers by accessing AT&T’s language translation service
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Toll Free Audio Health Library

IHL’s Audio Health Library, available in English or Spanish, offers increased flexibility by allowing you to choose how you access health information. Upon dialing IHL, you can opt to speak to a nurse immediately or access the audio health library which contains information on thousands of health topics including common conditions and diseases. To learn more about the health topics available in the Audio Health Library, log onto Aetna Navigator at www.aetna.com and click on “My Health Programs>Informed Health Line,” or call IHL directly.

How to access IHL

Use one of the phone numbers listed below to request to speak to an IHL nurse:

International Toll Free*:	800-231-7729
Direct/Collect**:	813-775-0190
TDD (Hearing Impaired):	800-270-2386

¹ Informed Health Line Services are provided by Informed Health Line Inc. Informed Health Line nurses cannot diagnose, prescribe or give medical advice. Members should first contact their physicians with any questions or concerns regarding their health care needs.

* Please refer to the AT&T International Calling Guide in your Member Kit for instructions on how to dial international toll free numbers.
** Ask to be transferred to an IHL Nurse.